

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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In re Patent Application of:  
Kevin J. McPartlan et al.

Application No.: 10/633,018

Confirmation No.: 4722

Filed: July 31, 2003

Art Unit: 2145

For: ESCALATED HANDLING OF NON-  
REALTIME COMMUNICATIONS

Examiner: P. L. Winder

**AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**INTRODUCTORY COMMENTS**

In response to the Office Action dated May 28, 2008, please amend the above-identified U.S. patent application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.